

How to Create a 311 App Account

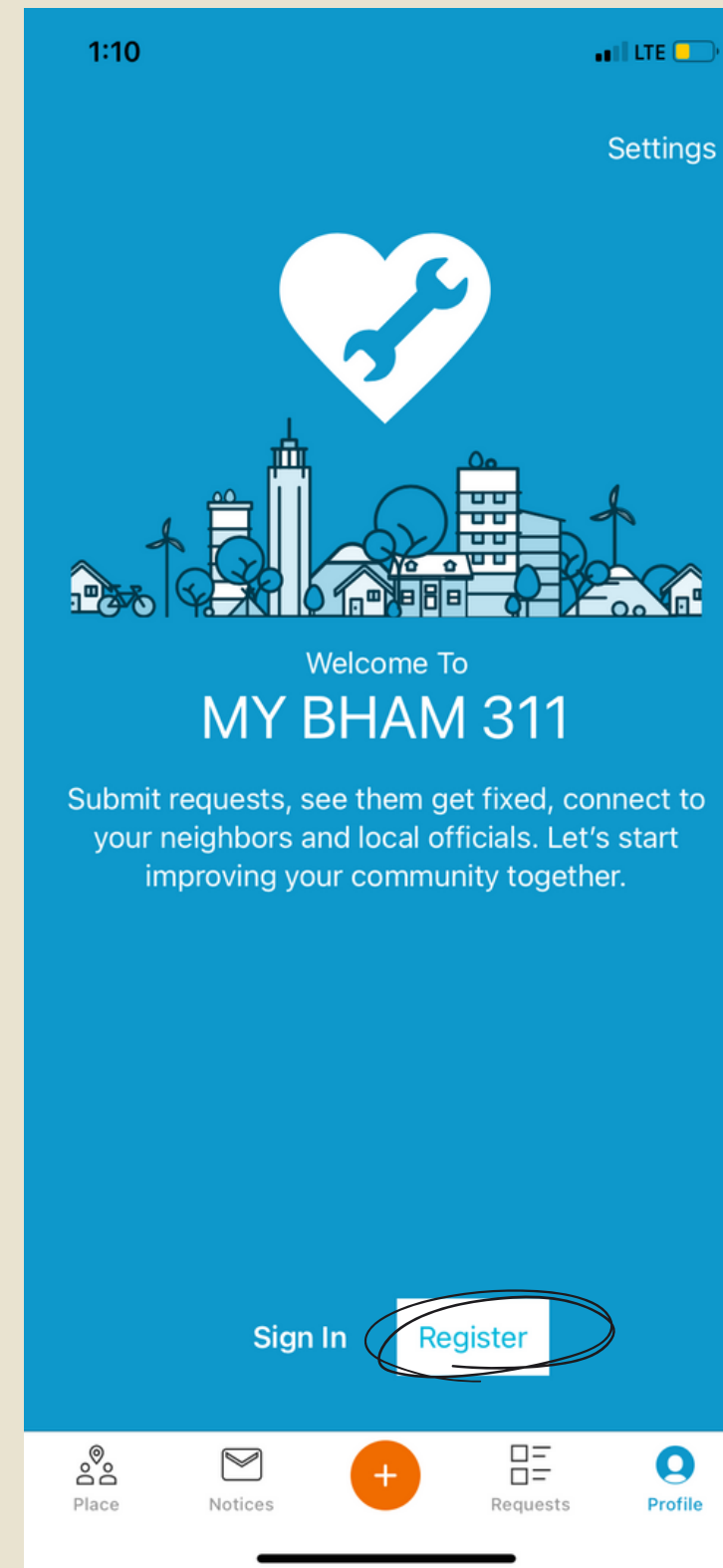
Step 1

Open the My BHAM 311 app and select **Profile** at the bottom of the application screen

How to Create a 311 App Account

Step 2

Click **Register** to launch the CivicPlus registration window



*New app users will see a bright blue Welcome to MY BHAM 311 screen after clicking **Profile**

*Option 1

1:11

Done authentication.civicplus.com AA

CIVICPLUS

Create an account to connect with your local government.

Create a New Account

Email

First Name

Last Name

Phone Number

Your password must be at least 8 characters in length and contain characters from both of the following categories:

- English characters (a through Z)
- Base 10 digits (0 through 9)

Password

Confirm Password

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

CREATE ACCOUNT

Already have an account? [Sign in](#).

Registration Methods

How to Create a 311 App Account

Step 3

Enter required information at the top of CivicPlus registration window, **or** scroll down & register using your secure login from Apple ID, Facebook, Google, or Microsoft

1:14

cpauthentication.civicplus.com

Last Name

Phone Number

5555555555

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Confirm Password

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CREATE ACCOUNT

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OR

Use Another Service to Create an Account

SIGN UP WITH APPLE

SIGN UP WITH FACEBOOK

SIGN UP WITH GOOGLE

SIGN UP WITH MICROSOFT

*Option 2

1:13 LTE

Done thentication.civicplus.com AA ↻

CIVICPLUS

Create an account to connect with your local government.

Create a New Account

Email
firstnamelastname@gmail.com

First Name
FirstName

Last Name
LastName

Phone Number
5555555555

Your password must be at least 8 characters in length and contain characters from both of the following categories:

- English characters (a through Z)
- Base 10 digits (0 through 9)

Password
••••••••

Confirm Password
••••••••

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1:14 cpauthentication.civicplus.com LTE

Last Name
LastName

Phone Number
5555555555

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Password
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Confirm Password
••••••~•

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How to Create a 311 App Account

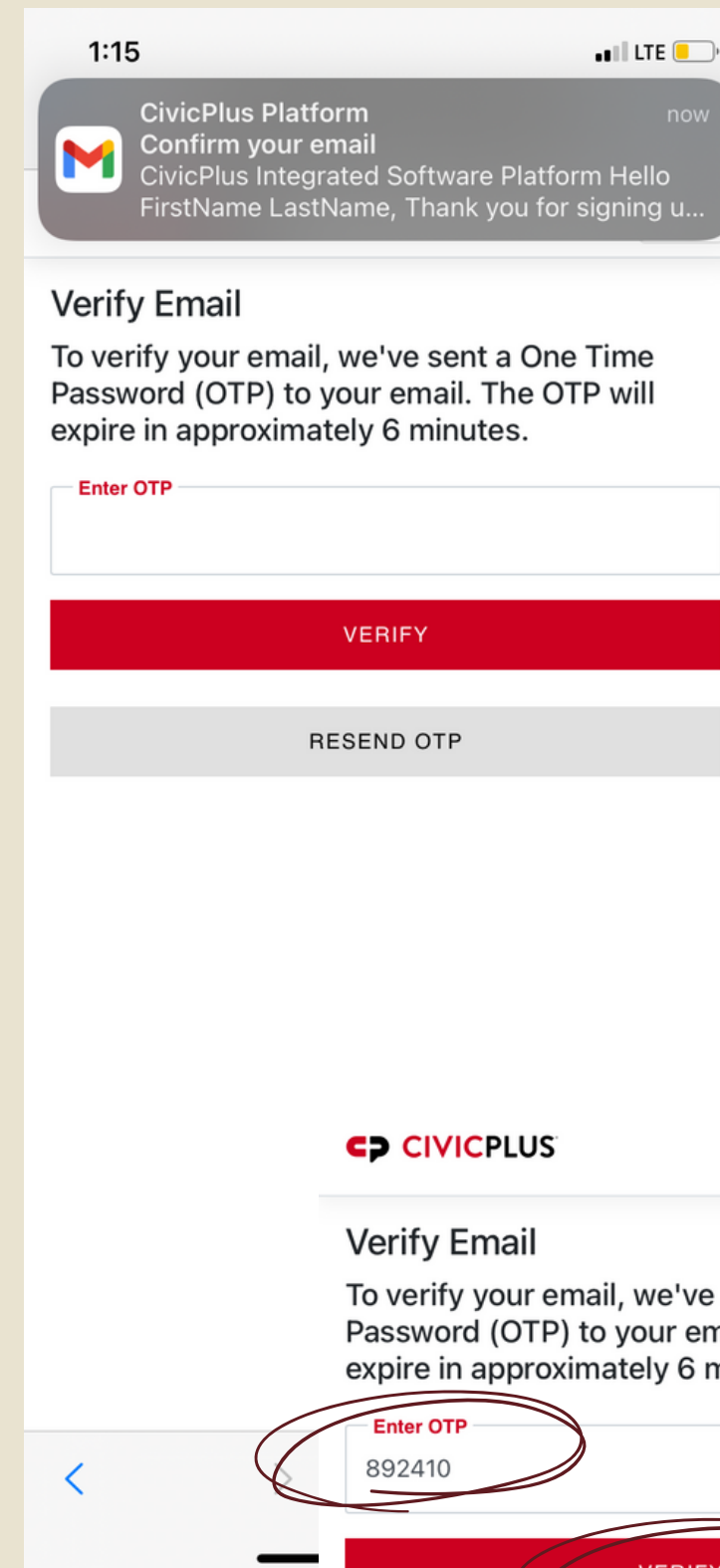
Step 4

Scroll down & select **Create Account** when required information is complete

How to Create a 311 App Account

Step 5

Please continue and **verify** the **email** entered on the registration screen

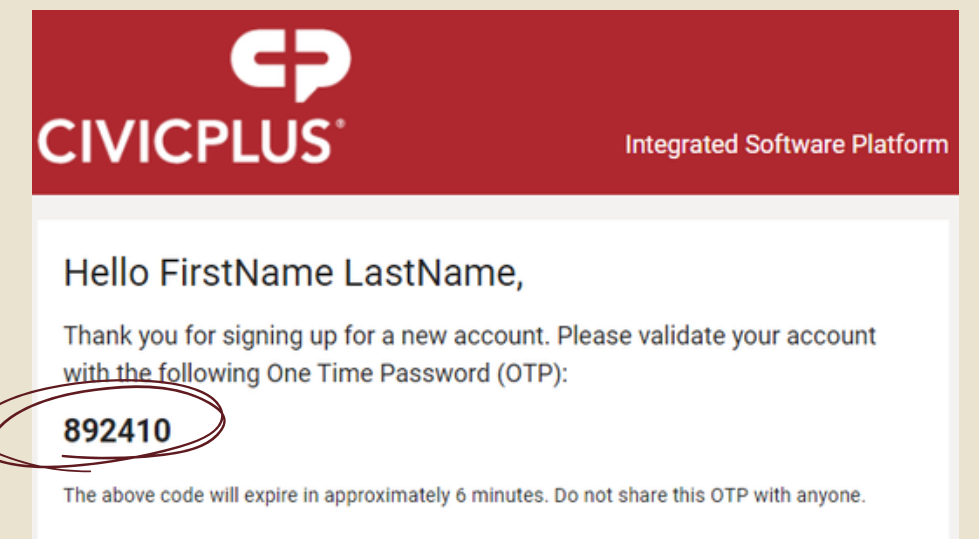


The image shows a mobile app interface for email verification. At the top, there is a status bar with the time 1:15 and LTE signal. Below it is a notification from CivicPlus Platform: "Confirm your email", "CivicPlus Integrated Software Platform Hello FirstName LastName, Thank you for signing u...". The main screen is titled "Verify Email" and contains the text: "To verify your email, we've sent a One Time Password (OTP) to your email. The OTP will expire in approximately 6 minutes." Below this text is a text input field labeled "Enter OTP" with a red border. Below the input field is a red button labeled "VERIFY" and a grey button labeled "RESEND OTP".

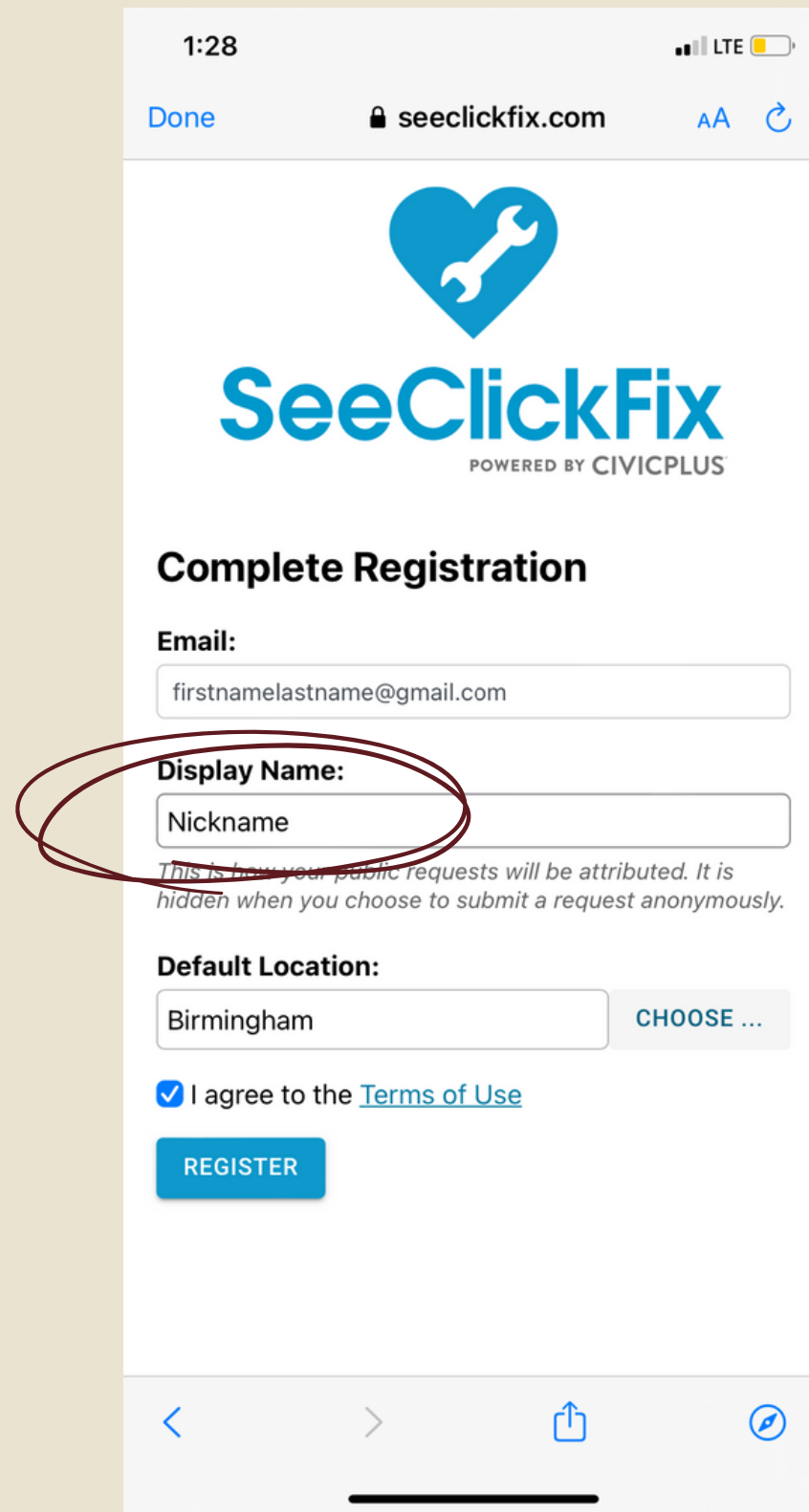
*From your email inbox, open the email from CivicPlus Platform

Subject Line "**Confirm your email**"

Retrieve the 6-digit code
i.e. 892410




*Enter the 6-digit code in the 'Enter OTP' text field, then Click **Verify**.



1:28 LTE

Done seeclickfix.com AA ↺


SeeClickFix
POWERED BY CIVICPLUS

Complete Registration

Email:

Display Name:

This is how your public requests will be attributed. It is hidden when you choose to submit a request anonymously.

Default Location:
 [CHOOSE ...](#)

☒ I agree to the [Terms of Use](#)

[REGISTER](#)

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How to Create a 311 App Account

Step 6

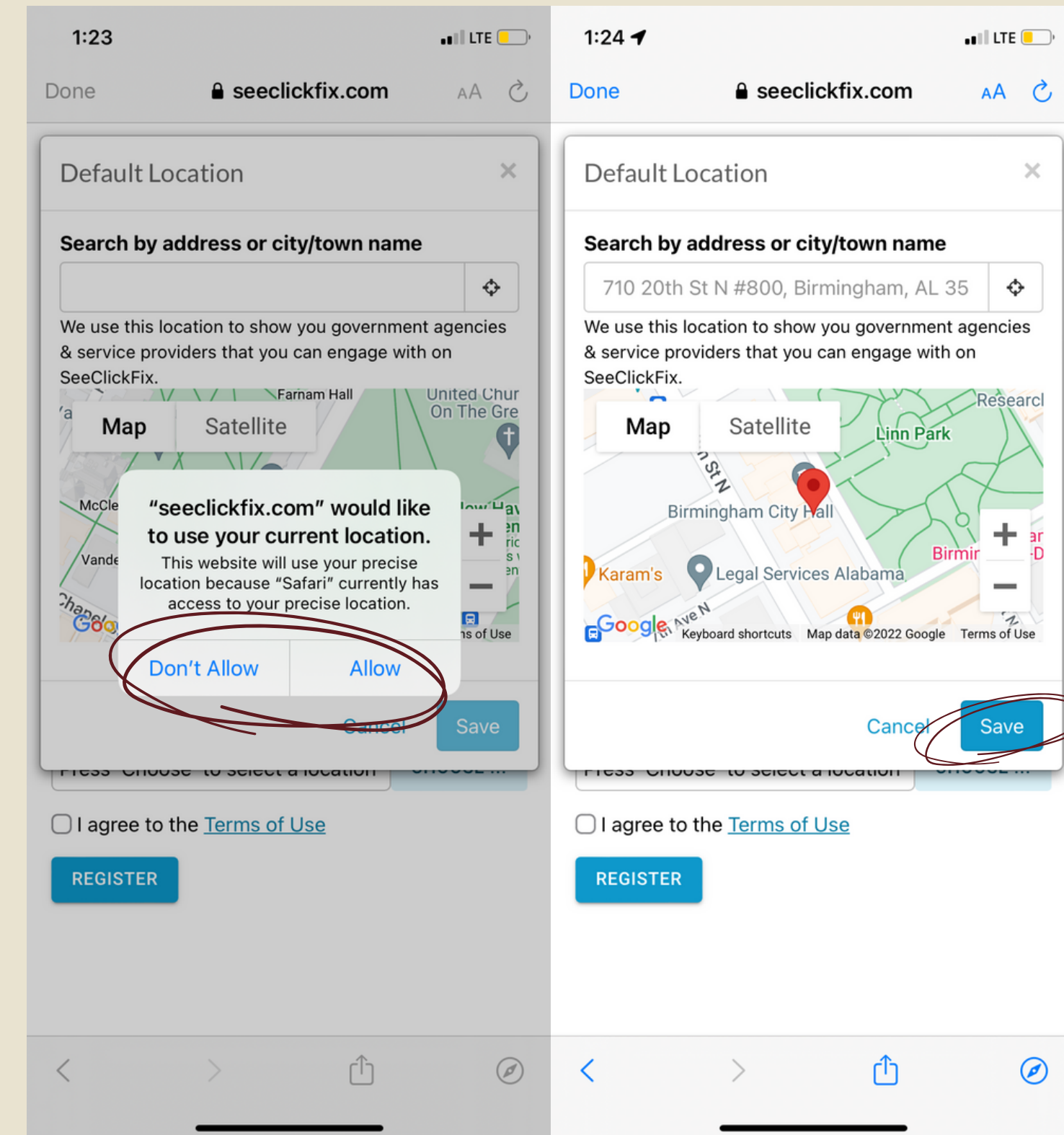
To continue registration,
please enter a **Display Name**

Default Location

How to Create a 311 App Account

Step 7

Set a Default Location by clicking **Choose**. Click **Allow** for the site to auto detect your location, or click **Don't Allow** to enter your default location manually.

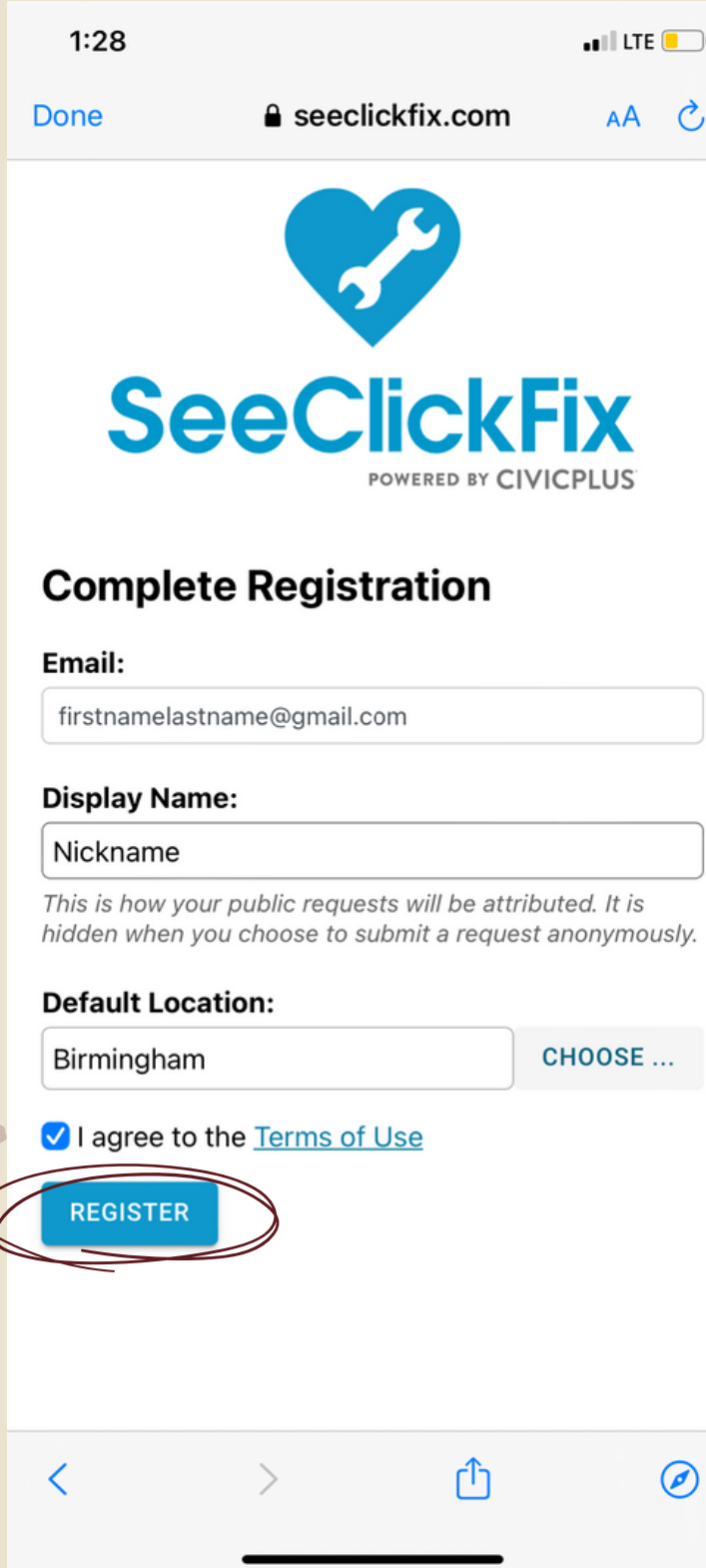


***Note:** We use this location to show you government agencies & service providers that you can engage with. Click **Save** when your Default Location is accurate in the 'Search by address' box and on the map display.

How to Create a 311 App Account


Step 8

Please review the Terms of Use, then check the box next to 'I agree to the Terms of Use' to proceed. Then click **Register**.



1:28 LTE

Done seeclickfix.com AA ↺


SeeClickFix
POWERED BY CIVICPLUS

Complete Registration

Email:

Display Name:

This is how your public requests will be attributed. It is hidden when you choose to submit a request anonymously.

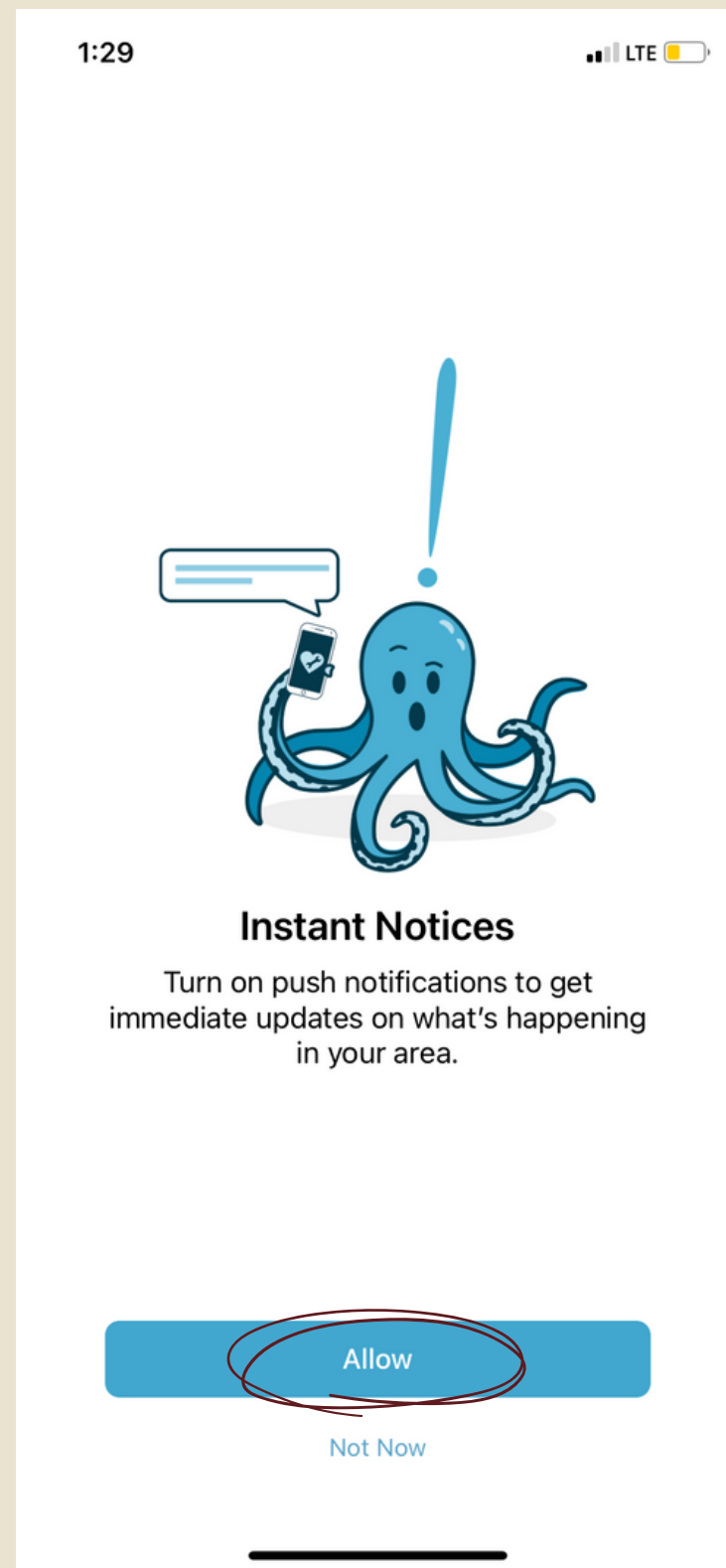
Default Location:
 [CHOOSE ...](#)

☒ I agree to the [Terms of Use](#)

REGISTER

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*Screen 1

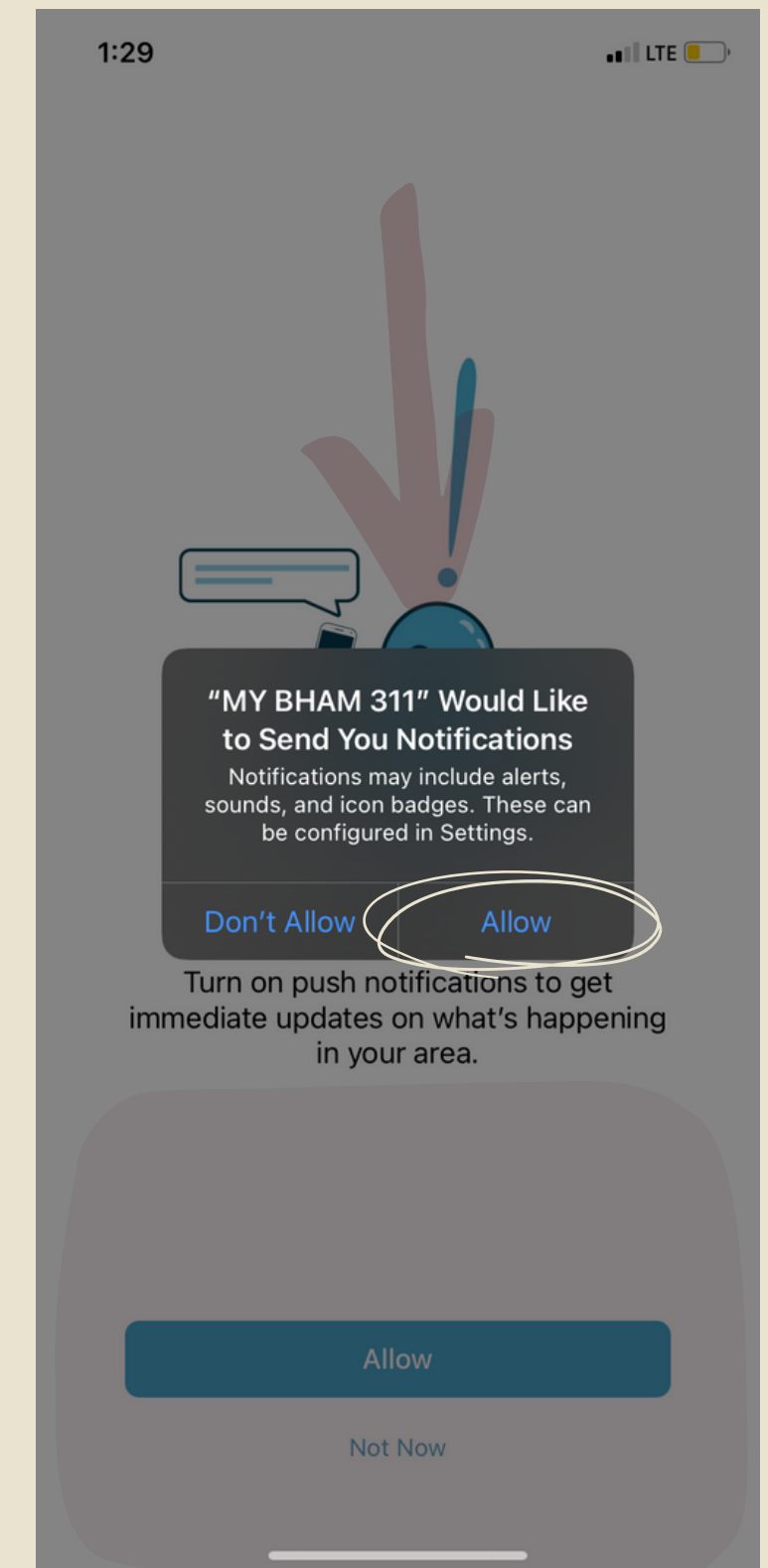


Push Notifications

How to Create a 311 App Account

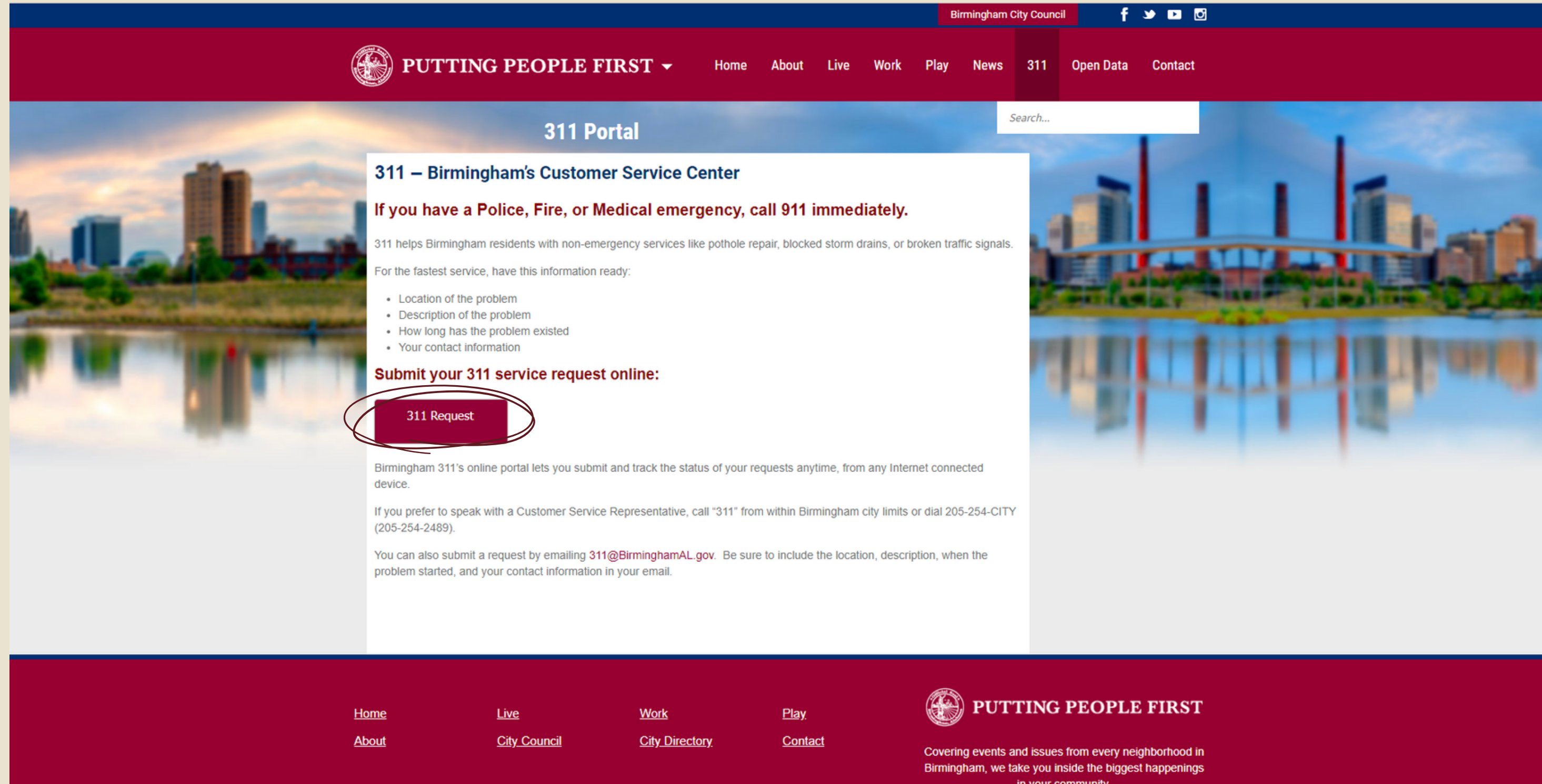
Step 9

Turn on push notifications by clicking **Allow** or select **Not Now** at bottom of screen to continue. Click **Allow** once more to confirm. This completes registration.



*Screen 2

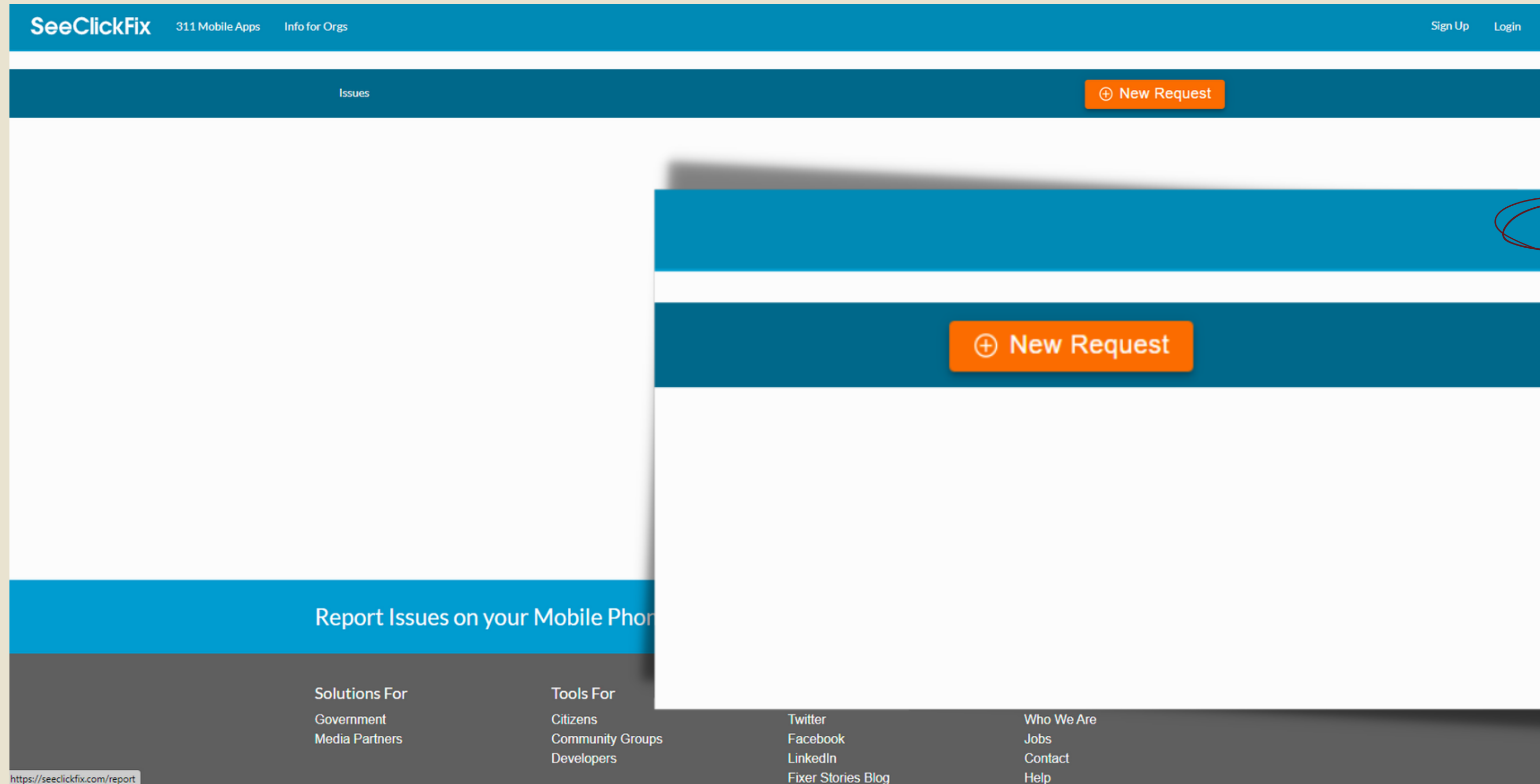
How to Create a 311 Customer Service Account



Step 1

Enter <https://www.birminghamal.gov/311> in web address bar to begin and select 311 Request button to enter the portal

How to Create a 311 Customer Service Account



Step 2 Select **Sign Up** at top right of screen

How to Create a 311 Customer Service Account

Step 3

Enter required information on left side of CivicPlus registration window, **or** register using your secure login from Apple ID, Facebook, Google, or Microsoft on right side of screen

CIVICPLUS

Create an account to connect with your local government.

Create a New Account

Email
firstnamelastname@gmail.com

First Name
FirstName

Last Name
LastName

Phone Number
5555555555

Your password must be at least 8 characters in length and contain characters from both of the following categories:

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Password
.....

Confirm Password
.....

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CREATE ACCOUNT

Already have an account? [Sign in.](#)

Use Another Service to Create an Account

SIGN UP WITH APPLE

SIGN UP WITH FACEBOOK

SIGN UP WITH GOOGLE

SIGN UP WITH MICROSOFT

OR

Sign in with Google

Sign in
to continue to [civicplus.com](#)

Email or phone
|

[Forgot email?](#)

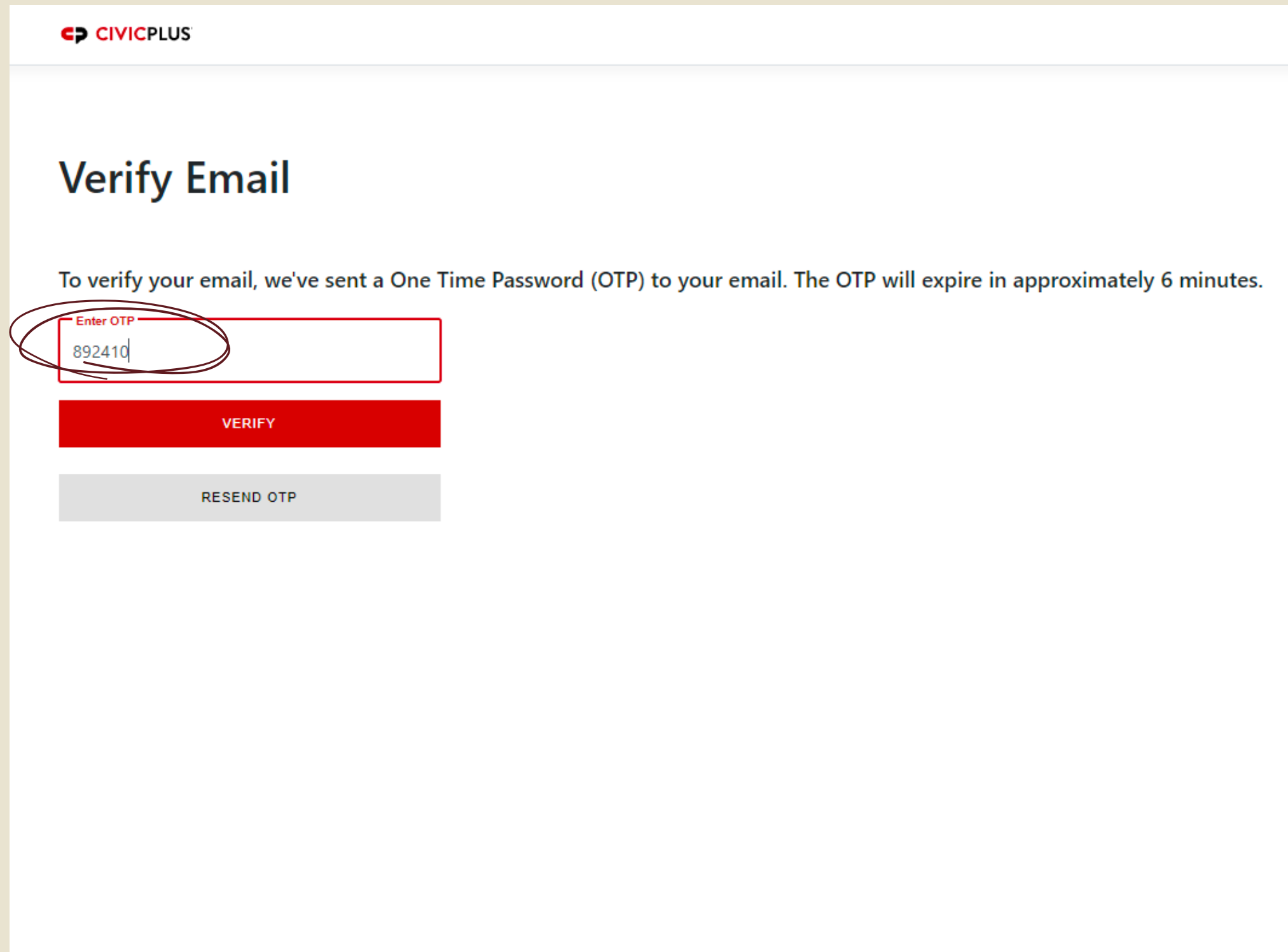
To continue, Google will share your name, email address, language preference, and profile picture with civicplus.com.

[Create account](#) **Next**

English (United States) ▼ Help Privacy Terms

*Select **Create Account** when required information is complete

How to Create a 311 Customer Service Account



CP CIVICPLUS

Verify Email

To verify your email, we've sent a One Time Password (OTP) to your email. The OTP will expire in approximately 6 minutes.

Enter OTP

892410

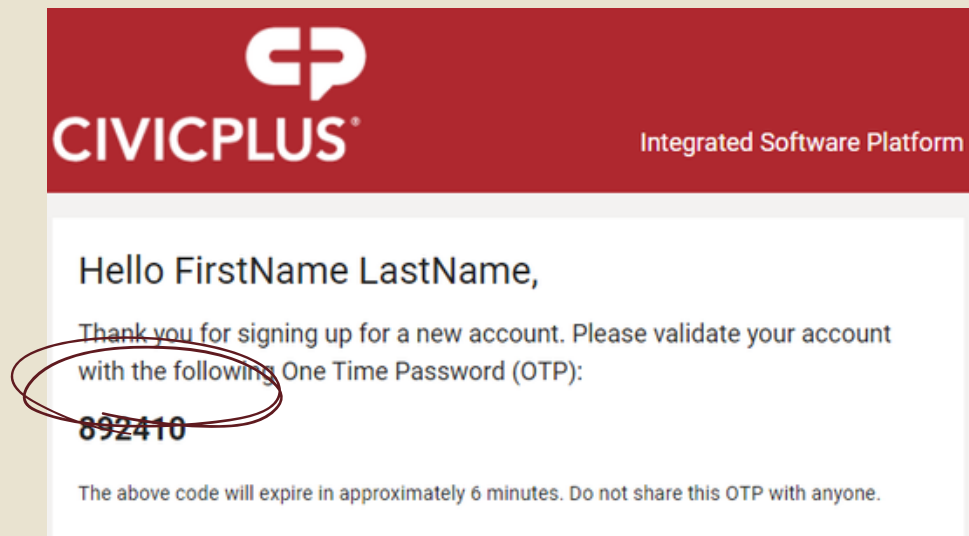
VERIFY

RESEND OTP

*From your email inbox, open the email from CivicPlus Platform

Subject Line "**Confirm your email**"


Retrieve the 6-digit code
i.e. 892410



*Enter the 6-digit code in the '**Enter OTP**' text field, then Click **Verify**.

Step 4 Please continue and **verify the email** entered on the registration screen

How to Create a 311 Customer Service Account



Complete Registration

Email:

Display Name:

This is how your public requests will be attributed. It is hidden when you choose to submit a request anonymously.

Default Location:

 [CHOOSE ...](#)

☐ I agree to the [Terms of Use](#)

[REGISTER](#)

Step 5 To continue registration, please enter a Display Name



Complete Registration

Email:

firstnamelastname@gmail.com

Display Name:

Nickname

This is how your public requests will be attributed. It is hidden when you choose to submit a request anonymously.

Default Location:

Press 'Choose' to select a location ...

CHOOSE ...

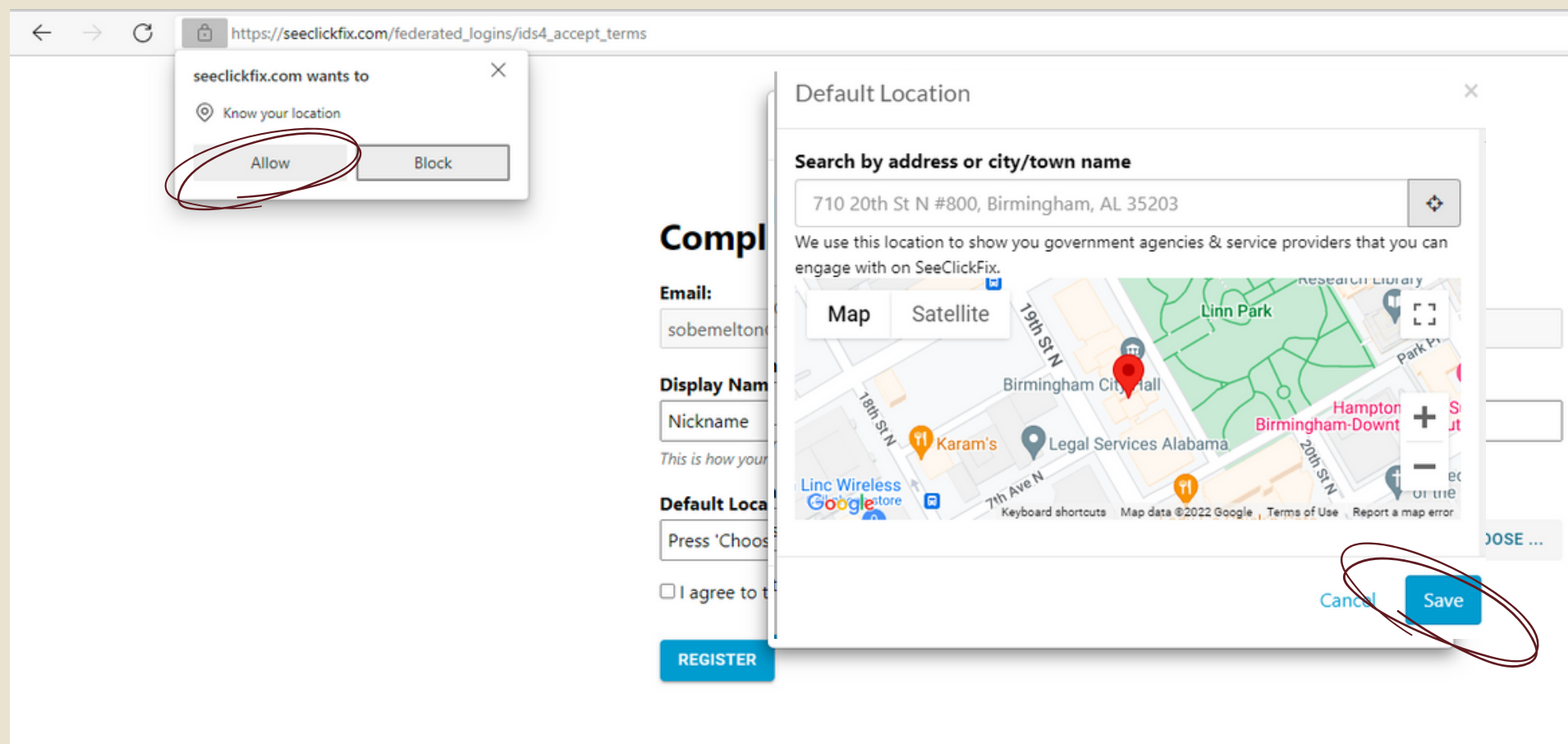
☐ I agree to the [Terms of Use](#)

REGISTER

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REGISTER